

## Appendix H. Specific Comments from Community Representatives

### Key Transportation Issues

#### **Bus travel is inconvenient.**

- Too many transfers to get across town. Transfers take longer than time actually spent on the bus.
- Service not direct enough (e.g., Low-income women are encouraged to gain skills for employment by taking classes. However, it can take up to 2 hours for a parent to travel from Tennyson to the Hayward Adult School –using a bus, BART, and another bus. By the time she got there and took the class, she wouldn’t have time to go back before the children come home from school.
- People who use AC Transit and BART are late for work because neither system is synchronized: you can’t make efficient transfers.
- The length of time waiting for a bus is longer than before because there is a decrease in the number of buses.
- Buses no longer go directly to places and you end up walking farther with children in tow.
- The connection to BART is critical – you have to walk a long way from the bus stop to reach BART.
- Bus routes are not convenient and bus drivers are not cooperative.
- AC Transit’s system is not designed to feed BART stations. Instead, some of the routes compete with BART, which is a poor use of resources.
- Parents have problems shopping for large amounts of groceries and getting the food home. Also paratransit won’t allow more than 2 bags of groceries on the bus.

#### **Access to information is limited.**

- South Hayward has many language groups, not just Spanish and English.
- Language barriers are significant.
- Information on bus lines is minimal (information along the routes, on signs, etc.).
- In regards to cost, the public should have more information on the mechanics, like BART fees/cost of transfers/fares during various hours (since it changes during rush hour, and at other times it is very confusing).
- Most of our facility’s residents/customers have difficulty following complex directions, so it makes it very difficult when simple directions are not posted at the bus stops.
- Limited information results in many barriers, especially language barriers, knowing how to use transfers, having bus vouchers for emergency needs, social services, etc. People don’t know how to use public transportation so that needs to be addressed as well.
- More carpool information is needed.

## Appendix H Continued: Key Transportation Issues

### Transit times and service span do not meet needs.

- Starting as early as 7PM, lines start to shut down, and then there is [nearly] nothing by 9 PM. If you need transportation at 11 PM, there is nothing.
- Transportation is difficult for parents (particularly single parents) because buses don't run early enough for them to get their kids to childcare and for them to make it to work on time.
- Service is especially limited weekday evenings and Saturdays.
- Saturday AM is another time when they need more bus service – vocational classes start at 8:30 AM but the first bus doesn't arrive until 8:35 and people are often late to class.
- Bus service is not available after dark.
- Buses should run later at night to accommodate night classes.
- Transit schedules don't meet school bell times and the needs of senior citizens.
- People who work swing shifts can't use transit. There used to be a funding source for off-hour transit around the coliseum (11:00 PM to 3:00 AM) for UPS workers, but that was cancelled because there is no money.

### Transportation is costly.

- It is inconvenient and expensive, so much so that it is not worth it.
- Transportation is a big chunk of living expenses for many people, and it shouldn't have to be.
- Transit is very costly for minimum wage workers. These workers need more subsidy.
- Most of our agency's clients drive; the high cost of car ownership is a problem.
- Those who drive have cars that are unreliable; costs are much too high for all forms of transportation.
- Recent AC Transit fare increase and decrease in transfer time is a problem for low-income individuals and families.

## Appendix H Continued: Key Transportation Issues

### **Walking and accessing other transportation raises safety concerns.**

- Public transportation is unsafe for riders. There is not much of a police presence so people feel unsafe when waiting for or riding a bus.
- When it is dark or starts raining, youth, ages 9-15, cannot get around and that limits their involvement in the program. They may live around the Center but it is still far to walk. Safety in the dark or rain is the main concern.
- Lack of sidewalks is very dangerous. People walk in the street, especially in the winter to avoid the mud.
- The sidewalks that do exist are very narrow or have many barriers, which is a big challenge for elderly and disabled residents.
- Crime is a problem; better lighting would help especially at the bus stops and near small commercial areas.
- Cars drive too fast on the streets and cut through the neighborhoods. For example, drivers go too fast on Liberty. The community needs traffic calming.
- Kids have problems getting to activities—sports, swimming pools, etc. For example, kids in the South Hayward area would have to take 3 buses to get to the City of Hayward’s swimming pool. Kids, especially teenagers, might have to contend with different gangs as they pass through unfamiliar neighborhoods to get there. Therefore, they don’t go at all.
- Getting around in the community gets dangerous because of the possibility of falling or getting hit by speeding cars.
- People are afraid to drive.
- Railroad tracks are very dangerous for walking students.

### **Other Problems and Concerns**

- The challenge is reliable, courteous, dependable paratransit transportation. Seniors and persons with disabilities are extremely dependent on this type of transport. There are many people needing doctor visits and many dialysis patients.
- There is a lot of littering and a need for “no littering” signs; trash blocks the sidewalk/walkway.

## Appendix H Continued: Key Transportation Issues

<b>Additional Comments Specific to SOUTH HAYWARD</b>
<ul style="list-style-type: none"> <li>• Day laborers have problems getting to construction sites. Buses are non-existent in the area, so day laborers often use bicycles to get to Edna's Donuts on Tennyson, where they gather waiting to be hired for work.</li> <li>• Sunset Adult School is located on A Street. The bus stop is 1½ blocks away, which is not far but requires walking through an unsafe area of town. Walking along Tennyson from South Hayward BART after 5 pm in the winter is unsafe.</li> <li>• Social service clients have problems because the services they need are not necessarily adjacent to each other. For example, a homeless person living at a shelter may have to go across town to a food program. The Salvation Army on A Street does give hotel vouchers.</li> <li>• Patients have difficulty getting to and from health care. Because people can't get to Oakland for the County Hospital, they go to St. Rose Hospital on Calaroga off Tennyson by default for care. Other health care facilities patronized by low income people are Miranda Clinic. Then patients who are discharged from Kaiser, Eden Hospital, St. Rose, or a skilled nursing facility have difficulty getting home. Although they may be eligible for paratransit, there is such turnover (particularly at the skilled nursing facilities) that the staff doesn't necessarily know what resources are available to patients.</li> </ul>
<b>Additional Comments Specific to CHERRYLAND-ASHLAND</b>
<ul style="list-style-type: none"> <li>• There is no transportation between San Lorenzo High School and other campuses: on A St., Royal, Sunset near Hesperian, Arroyo HS, etc.</li> <li>• There are no buses on Lewelling and we really need one.</li> <li>• Lack of bus access through Cherryland is a problem, especially down Western where the bus can't stop northbound because there are no sidewalks.</li> </ul>

## Appendix H Continued

### Comments About Transit and Transportation Programs

<b>POSITIVE COMMENTS</b>	
<b>AC Transit</b>	
<ul style="list-style-type: none"> <li>AC Transit is good.</li> <li>The strength of the AC Transit system is that it allows people with disabilities a certain amount of flexibility to ride busses from curb to curb, to attend classes or programs.</li> <li>I think AC Transit does the best they can with what they have, but I wish they had more.</li> <li>The AC transit line 81 that runs on Western Boulevard is helpful but it does not run regular enough for the residents.</li> </ul>	
<b>Paratransit Services</b>	
<ul style="list-style-type: none"> <li>Paratransit seems reliable.</li> <li>Paratransit provides good service for the elderly to get to medical appointments, but could it expand its mission to transport children and serve pre-school.</li> </ul>	
<b>BART</b>	
<ul style="list-style-type: none"> <li>BART is OK.</li> <li>BART is a good service but too expensive for regular use by someone making \$15 an hour or less.</li> <li>BART, in general, works well.</li> </ul>	
<b>City of Hayward</b>	
<ul style="list-style-type: none"> <li>Hayward has good planning for bicycle lanes and pedestrian sidewalks. For example, Soto Road is being redone, and sidewalks and bike lanes will be added as part of the upgrade.</li> </ul>	
<b>NEGATIVE COMMENTS</b>	
<b>AC Transit</b>	
<b><i>Costly to use</i></b>	
<ul style="list-style-type: none"> <li>Too expensive – especially considering how long it takes to travel on it.</li> <li>Local transit issues revolve around cost; public transportation is too expensive.</li> <li>AC Transit costs for youth will be a problem when the discounted youth bus passes expire next year.</li> </ul>	
<b><i>Customer Service Problems</i></b>	
<ul style="list-style-type: none"> <li>I don't use it, but my families find it inconvenient and not friendly. I have heard a specific comment of "They don't listen to what we need."</li> <li>Drivers need sensitivity training.</li> <li>Some AC Transit drivers are racist against Blacks and Hispanics.</li> </ul>	
<b><i>Information and Amenities</i></b>	
<ul style="list-style-type: none"> <li>Information is limited, and it is confusing to use.</li> <li>Information is not available in the languages the people speak in our community.</li> <li>There is a lack of communication between transportation providers and health facilities.</li> <li>Bus shelters were removed and not replaced.</li> </ul>	

## Appendix H Continued: Comments About Transit and Transportation Programs

<b><i>Limited Service Span</i></b>
<ul style="list-style-type: none"> <li>• The local service problems (from the comments we receive) are that it doesn't run past midnight and doesn't run early enough.</li> <li>• Need evening and weekend service.</li> <li>• People work the same hours on weekends and the bus doesn't start until 9:30 AM.</li> </ul>
<b><i>Access to Transit/Safety</i></b>
<ul style="list-style-type: none"> <li>• For clients that don't drive, public transportation is very problematic: buses are not convenient.</li> <li>• The bus stops are not convenient for some of our customers; they have to walk a long ways to get to a bus stop, and there are not enough lines running through the community.</li> <li>• Local transit service does not go near their homes; it is very much an issue for women; they have safety concerns.</li> <li>• There are no bus shelters in parts of the community; so, sometimes they have to stand out in the rain or cold for long periods of time while waiting for transportation.</li> </ul>
<b><i>Service Design</i></b>
<ul style="list-style-type: none"> <li>• The route design makes little sense: AC Transit should focus on taking people to BART and not competing with BART.</li> <li>• There is not enough transit access to services. Bus coverage is not sufficient on avenues (only on arterials). I'm not sure if the AC Transit study fixed this already.</li> </ul>
<b><i>Frequency</i></b>
<ul style="list-style-type: none"> <li>• The buses do not run often enough on off-peak hours or the weekends (when needed most).</li> <li>• AC Transit frequency is the critical issue.</li> </ul>
<b><i>East Bay Paratransit</i></b>
<ul style="list-style-type: none"> <li>• The residents that do use the Paratransit often have difficulties. Sometimes they do not get picked up and it is very hard for them to advocate for themselves because of their disabilities. The other problems the care facilities have are sometimes neighbors are annoyed with buses honking or the back up beeping of the vans.</li> <li>• The percent of people who have concerns about East Bay Paratransit are small, but because EBP takes so many people, the actual numbers are large.</li> <li>• EBPC should be better: it runs late, people have long waits, and often miss their appointments. Sometimes they miss their last pickup, and the drivers are not friendly.</li> <li>• The paratransit service area is limited because the AC Transit service area is limited.</li> </ul>

## Appendix H Continued: Comments About Transit and Transportation Programs

<b>BART</b>	
<ul style="list-style-type: none"><li>• I think for a lot of our youth, BART doesn't have convenient locations for pick-ups and drop offs. BART doesn't serve their needs for local transportation.</li><li>• The cost of BART is an issue for most residents in the Harder/Tennyson area. It is too costly for a family to use except as a treat to go to an event. High school kids do use it to go to events (e.g. football games).</li></ul>	
<b>City of Hayward</b>	
<ul style="list-style-type: none"><li>• Hayward needs to market a better transportation program, possibly give people who use transit regularly a price break.</li><li>• The number of times clients can use the City of Hayward paratransit program is limited.</li></ul>	